

# VOLUNTARY SERVICE NEWSLETTER

for the volunteers of VA Healthcare Network Upstate New York

August/September/October 2006 • Volume 6, Issue 3

## Helping Veterans Be Fit for Life

HealthierUS Veterans is a new collaborative program with Veterans Affairs (VA) and the Department of Health and Human Services (HHS).

This program brings together two large federal agencies to address the growing problems of obesity and diabetes in our veteran population. The partnership provides a rich

opportunity to improve healthy eating and physical activity among veterans, their families and communities.

Nationally, 64 percent of Americans are overweight or obese, and 20.8 million have diabetes. But the

situation is much more pronounced in the VA system. More than 70 percent of veterans receiving medical care from VA are overweight or obese,

and 20 percent of veterans have diabetes. That compares with only 7 percent of Americans who have diabetes.

VA Voluntary Service (VAVS)

will be getting involved in HealthierUS Veterans by offering opportunities to volunteer at events and activities. The *Fit for Life Corps* (you - the volunteers helping us with this project) will perform a number of duties within our medical centers and communities, as well as serve as ambassadors to those we want to reach.

Some ideas you could help us with include: creating new opportunities to provide good nutrition and physical activities for our patients, helping us establish walking trails on facility grounds (inside or outside), marking the new walking trails, participating in local walks/runs, coordinating/creating health and wellness displays, putting up bulletin boards or flyers that support healthier living and even sponsoring lunch and learn events.

We want to give our veterans healthy lifestyle



choices they can incorporate into their daily lives. These initiatives can help our veterans preserve their freedom and independence that is threatened by diabetes and obesity.

VA has started a nationwide weight management program called MOVE! (Managing Obesity for Veterans Everywhere). This patient-centered approach to weight management customizes diet and exercise to each veteran based on their individual needs. To learn more about MOVE! you can go to: [www.move.va.gov](http://www.move.va.gov)

My HealthVet is another great source for information about veterans' health and wellness. Go to: [www.myhealth.va.gov](http://www.myhealth.va.gov)

For more information on how to get involved with HealthierUS Veterans contact the VAVS office at your medical center or go to: [www.healthierusveterans.va.gov](http://www.healthierusveterans.va.gov)

*We hope veterans, their families, VA employees and volunteers will find a way to get involved in this initiative and stay 'Fit for Life.'*



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### Editorial Board

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**Kathleen Laughlin**, Design/Layout



### Web Site

[www.va.gov/visns/visn02/vet/volunteer.html](http://www.va.gov/visns/visn02/vet/volunteer.html)



The VAVS newsletter has been created for all volunteers and potential volunteers of VA Healthcare Network Upstate New York. This publication is meant to showcase the wonderful work all of our volunteers contribute to VA. Produced by Network 2 Communications Department. Printed by veterans in the Pre-Vocational Apprenticeship Program, Bath VAMC.



### We Want to Hear from You!

If you have any comments, questions, story ideas, etc. contact:

**Network 2 Communications**

**Rochester VA Outpatient Clinic**

**465 Westfall Road, Rochester, NY 14620**

**(585) 463-2663**

**Heather.Schrader@va.gov**

## Message from the Director VA Health Care - Leading the Way

We're having a terrific response to the My HealthVet program in Network 2. More than 5,000 VA patients are now registered in the program, and they've ordered over 10,000 prescriptions online. Registration is free and available to everyone (veterans, patients, staff, volunteers, family members, etc.) When you register for the program, you can create personal logs that help you keep track of important health information such as: blood pressure, cholesterol, weight, blood glucose levels, immunizations, diet, exercise and the date of your last physical. It's important to know these numbers to be a true partner in your care. Using the new technology in My HealthVet and partnering with your health provider ensures the best medical outcome. For those of you who haven't yet registered for My HealthVet, I encourage you to check out [www.myhealth.va.gov](http://www.myhealth.va.gov) today.

In my first message to you, I promised to provide quarterly updates on our efforts to continually improve the quality of our health care to veterans. Part of my responsibility as a Network Director is meeting national customer service guidelines. That includes making sure:

- Patients who are ill are seen by a provider - the same day if necessary.
- Patients needing specialty care get an appointment within 30 days.
- New patients are seen within 30 days.

I'm pleased to report that we're first nationwide for best average score in patient waiting times. We didn't get to be number one on our own - *you* helped us make a difference.

I hope you enjoy reading more about My HealthVet and some other new initiatives you might be interested in getting involved in. Your continued support helps us make a difference.

Have a wonderful and safe autumn.

Sincerely,

Michael S. Finegan

*Acting Network Director*



**Michael S. Finegan**  
*Acting Network Director*

Michael S. Finegan will return to his position as Director, VA Western New York Healthcare System (which includes Batavia and Buffalo Medical Centers and seven CBOCs) now that a new Network Director has been appointed. We thank Michael for all of his efforts while serving in the role of Acting Network Director.





## A Whole New My HealtheVet

Did you know that 63% of American adults go online (that translates into approximately 128 million people)? Of those who go online, eight in ten report that they have gone online to search for health/medical information (the Pew Internet and American Life Project). That is why tools like My HealtheVet are so important. This Internet-based program designed especially for veterans and their families has marked another major milestone. After a year of research, a whole new organizational scheme was developed to make it easier to manage your health online.

On Memorial Day 2006, My HealtheVet was launched with a new look and feel, improved organization and navigation and several new health record features. Although veteran patients see the most benefit from using this product - registration is open to everyone.

Network 2 is now ranked third in the nation when comparing veteran population to number of registered users. In August 2005, veterans who receive their health care at VA were able to start refilling prescriptions online. Since then, more than 900,000 prescriptions have been refilled. This continues to be the most popular feature of the Web site.

Since the redesign, personal health records have been reorganized into three new sections: health statistics such as blood pressure and cholesterol are now in a section called Track Health; personal information such as your registration profile and emergency contacts are now in the Information section; care related health records such as treatment locations and health care providers are in a new section called Get Care.

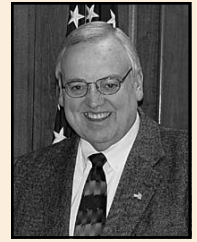
A new health history summary and family medical history journal has also been added. This is a great tool to track all of your medical information. It even has a customizable printer friendly option so you can print these out and share them with your health care providers or other family members.

There are still other great features coming:

- Prescription refill functionality will be upgraded to include name of medication
- Veteran patients will be able to request key portions of their VA health record (e.g., labs, meds, discharge summaries, patient reminders)
- Veterans will be able to view appointments and co-pay balances online
- Veterans will be able to give access to some or all of their health information to others (e.g., doctors, family, veteran advocates)

Each medical center across the Network has opened patient computer/education rooms to help support the My HealtheVet initiative. If you are interested in promoting this program or assisting with staffing, training, etc. please contact the Voluntary Service for more information on where we could use your resources. And of course, we encourage you to register to use My HealtheVet and take advantage of some great health care tools. Go to: [www.myhealth.va.gov](http://www.myhealth.va.gov) to learn more.

## Network Director Appointed



**Stephen L. Lemons, Ed.D.,**

has been appointed Network Director for VA Healthcare Network Upstate New York. He begins his new assignment on August 6, 2006.

Dr. Lemons joined VA in 1975 as a counseling psychologist at the Columbia South Carolina Regional Office. His distinguished career in VA includes serving as Director, VA Regional Office in Waco, Texas, 1983 -1990; Acting Under Secretary for Benefits, 1996-1997; Interim Director, VA Medical Center Salisbury, North Carolina, 2003 - 2004; and Director, VA Medical Center Salem, Virginia, 1997-2006.

Dr. Lemons is originally from Astoria, New York. His credentials include a bachelor's degree in sociology and psychology from Pfeiffer College, Misenheimer, North Carolina; a master's degree in vocational rehabilitation counseling from East Carolina University; and a doctorate in counseling from Indiana University. He is a Diplomate in the American College of Healthcare Executives and is the recipient of numerous awards, including the Presidential Meritorious Rank Award in VBA in 1993 and in VHA in 2004.





## Spotlight on *Albany*

### 15-Year Old Raises Money for VA

"Make a Deal and Make a Difference" is the name of **Sam Perkins'** project that raised \$1,775 for our clothing and toiletry program. Although he is only 15 years old, Sam has partnered with 13 automobile dealerships for the last two years. The dealerships have agreed to donate a portion of their profits to a charity that Sam selects. We are grateful that he chose our veteran's clothing program this year. The funds will be used to help clothe the neediest of our patients, providing such things as sneakers for physical therapy and warm boots, sweat-shirts and sweatpants for patients when they are discharged.

### CALENDAR CORNER

**Saturday, August 5**

China Beach - 11:00 a.m. - 7:00 p.m.

Altamont Fairgrounds

Sponsored by the Tri County Vietnam Era Veterans. For tickets, call (518) 626-5504

**Tuesday, September 12**

VAVS Committee - 1:00 p.m.

Auditorium

**Friday, September 15**

POW/MIA Remembrance Day - Time TBA

Chapel

The ceremony honors the spirit and courage of POW/MIA soldiers and their families.

Everyone is invited to attend, to address the grief and loss of the soldiers who have yet to return to us or whose remains are still unrepatriated.

**Sunday, September 24**

American Gold Star Mothers Day - 1:00 p.m.

Evergreen Cemetery, Central Avenue, Schenectady

**Saturday, October 7**

Capital Region Veterans Stand Down - 7:00 a.m. - 1:00 p.m.

Colonie Elks Lodge, Rt. 155, Latham

**Sunday, October 15**

Making Strides Against Breast Cancer Walk - 9:00 a.m.

Gather at VAMC parking lot to walk at Washington Park. Join the VA team to raise funds for local research.

Contact Karen at (518) 626-5506 for more information

### Local Volunteer Receives National Recognition

George Ridsdale, VAVS Representative for the American Red Cross, was selected for their Northeast Regional Volunteer of the Year Award. He was also selected as the National VAVS Male Volunteer of the Year by the 2006 National Advisory Committee.



George has served as the Red Cross Office Day Leader for the past 13 years. He helps our *Welcome Buddy* program by creating a list for every inpatient admitted Friday through Sunday. When our *Welcome Buddy* volunteer arrives, they are ready to take the welcome cart filled with afghans, toiletry bags and other donated items to the patients. When our regular Monday *Welcome Buddy* volunteer is unable to come in, George fills in. Even though he is in a wheelchair, he doesn't let that stop him from pushing the cart to each floor where he spends quality time with each patient.

### Volunteer Receives Award for 10,000 Hours of Service

Al Therrien (right) receives his 10,000 hour award from Stratton VA Medical Center Director, Mary Ellen Piche (left).



Spotlight on Albany continued on page 11







## Spotlight on *Bath*

### Memorial Day Salute

Memorial Day is much more than a three-day weekend marking the beginning of summer. Since the Civil War, this day has been an important reminder of those who died in the service to our country.

The Bath VA Medical Center observed its 127th Annual Memorial Day Program on May 26.



Volunteer, Jack Williams' 1964 Dodge Dart Convertible carried the Acting Medical Center Director at Bath, Craig Howard and his family in the parade.

### Wish List

- ☐ Sponsors for Recreation Programs
- ☐ Canteen books  
(\$1.00 denominations)
- ☐ Craft kits
- ☐ Socks (new only)
- ☐ CDs/radios
- ☐ Relaxation tapes
- ☐ Coffee
- ☐ Phone cards
- ☐ Bowling sponsors
- ☐ Duffle bags
- ☐ Stationary and stamps
- ☐ Board games

### **EchoTaps Takes Steps Toward National Movement**

*By Les Hampton, volunteer*

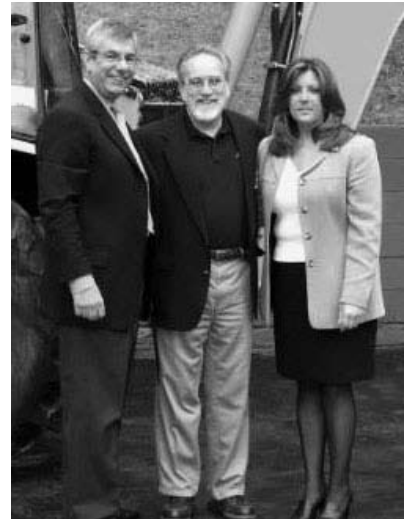
An invitation to speak before the National Advisory Committee for the Department of Veterans Affairs Voluntary Services (VAVS) came as a surprise to the organizers of the very successful 2005 *EchoTaps* event held in Bath. The request came through **Laura Balun**, National Director of the VAVS upon the request of **Richard Wannamaker**, Deputy Under Secretary for Memorial Affairs. Wannamaker, who attended the 2005 ceremony in Bath, was so moved by the project and the impact it had on veterans, he felt the need for National *EchoTaps*.

**Les Hampton** and **Gerald McDonald**, two of the organizers of the upstate New York project were asked to serve as consultants for the National *EchoTaps* that is planned for 2007.

Hampton remarks, "We were amazed at the success of the original *EchoTaps* which brought nearly 700 buglers from 30 states to play *Taps* for our veterans. And now they want to make this a national project! They even want to extend the project to military installations around the world. Can you imagine that? Smaller versions may occur in 2006 but these will be practice sessions for the National effort. The exact date has not been finalized but it is expected to coincide with a veteran's holiday."

McDonald stated, "Unlike the original (*EchoTaps*) in which we had to raise all of the money, find volunteers, and promote the project, this is being backed by the Department of Veterans Affairs...and they come with paid professional staff to take on these duties. This project carries the full backing of VA."

Hampton and McDonald presented at the Diamond Anniversary of the VAVS convention, held in Reno, Nevada. They showed a video of the nearly 700 buglers playing *Taps* in mass. Hampton said, "At the end of the video, I saw that many in the audience were clearly emotionally moved by the performance of the buglers...and they only played 24 notes!" He went on to say, "We will be attending some of the upper level meetings to provide insight on how to execute a project of this scale, lessons we learned the hard way."



Acting Deputy Under Secretary for National Cemetery Administration, Richard A. Wannamacher, Jr. (left) presented a certificate of appreciation to volunteer, Les Hampton (center) and Bath VA Voluntary Service Manager, Sue DeSalvo (right).

Spotlight on Bath continued on page 11





# Spotlight on *Canandaigua*

## Memorial Day Salute

Veteran patients and staff at the Canandaigua VA Medical Center walked proudly in the Memorial Day Parade.



*Annmarie Olson (left) and Megan Crofoot (right) help patient, Elmer Collins celebrate Memorial Day.*



*George Krahenbuhl, patient, enjoys his trip to the parade.*

## CALENDAR CORNER

### August 17

Volunteer Picnic and Student Award Ceremony - 5:30 p.m.  
Courtyard 1, Pavilion

### September TBA

POW Remembrance

### September 10

Bingo - 2:00 p.m.  
Bldg. 5, Auditorium\*

### September 13

VAVS Committee Meeting - 1:00 p.m.  
Bldg. 5, Auditorium

### October 15

Bingo - 2:00 p.m.  
Bldg. 5, Auditorium

\*Escorts needed 45 minutes prior to event

## Wish List

- ☐ Coffee (regular and decaf)
- ☐ Creamer, sugar, sugar substitute
- ☐ Hot chocolate
- ☐ Paperback dictionaries
- ☐ Comic books
- ☐ Baking items
- ☐ Peanut butter
- ☐ English muffins
- ☐ Games (trivia and reminiscent games or books)
- ☐ Gift Cards for WalMart/Wegmans/Tops
- ☐ Candy (soft, sugar free)
- ☐ Toiletries
- ☐ Prepaid phone cards
- ☐ Sponsored luncheons and pizza parties and trips
- ☐ Tickets for outings (bowling, sporting events, zoo, etc.)
- ☐ Styrofoam plates, bowls, cups, napkins and plastic dinnerware
- ☐ New socks and T-shirts
- ☐ Non-Alcohol beer (cans)
- ☐ Fingernail and toenail clippers

## Volunteer Opportunities

- ☐ DAV Drivers
- ☐ Home Based Primary Care (Rochester)
- ☐ Companions
- ☐ Performance Groups
- ☐ Escorts for Church Services
- ☐ Clerical
- ☐ Computer Lab (Canandaigua)

Spotlight on Canandaigua continued on page 7





## Spotlight on Canandaigua (continued)

### Volunteer Award Banquet

Volunteers were honored for their dedication at an awards banquet in April. The "Above and Beyond Award" is given to volunteers who are nominated by staff for doing more than their routine assignments. One of this year's awards was presented to the "reminder call" volunteers at ROPC.



ROPC employee, Sherry Carr (left) nominated Richard Saxe, Robert Baker, Alfred Valvano, and Richard Marriott (also nominated was Augustus Cammeyer who is missing from the photo) for the "Above and Beyond" award. (Right) Canandaigua Medical Center Director, Craig Howard presented the awards.

In 2002, United States President, **George W. Bush** called upon all Americans to dedicate at least 4,000 hours of volunteer time. This year, we presented 30 of our own volunteers with the special award signed by the President which said, "Presented by the President's Council on Service and Civic Participation in recognition and appreciation of your commitment to strengthening our Nation and for making a difference through volunteer service."



Presidential Award recipients.

## United Way Day of Caring

May 3 marked the United Way Day of Caring. Ten volunteers from Bausch & Lomb chose VA. Some worked at the Medical Center and others went to the Rochester Outpatient Clinic to perform a variety of tasks.



Volunteers planted flowers at ROPC.



Volunteers in Canandaigua did some "construction."

## National Golden Age Games

Through your generous support of funds/donations, Canandaigua sent seven veterans to the 2006 Golden Age Games. **Meg Durfee**, Recreation Therapist, **Lucy Olson**, Recreation Assistant, **Teresa Dicampli**, LPN, and Volunteer, **Craig Smith**, accompanied the patients. Canandaigua patients won three medals. **Bob Borsching** won silver in wheelchair bowling and a bronze in wheelchair shuffleboard. **Bruce Smith** won a bronze in 25 freestyle swim.



Joseph A. Williams, Jr. Medical Center Director, Hampton VA Medical Center (left) congratulates Bob Borsching.







## Spotlight on *Syracuse*

### Volunteer Week

More than 130 staff, volunteers and family attended the VAVS National Volunteer Week Recognition Event. **Steve DiRaddio** was named VAVS *Volunteer of the Year* and 22 volunteers received the President's community service award (for those who have reached the 4,000 hour mark).



(Left to right) John Lamanna, VAVS Executive Committee Vice President; Steve DiRaddio, Volunteer of the Year; Jim Cody, Syracuse VA Medical Center Director; and Carol Walter, VAVS Executive Committee President.



4,000 Hour Award recipients.

### Lunch Ticket Update

The Care Giver's Special in the Veteran's Canteen Service is \$4.25. This price includes an entrée, two sides and a drink. The volunteer meal ticket is geared for this choice, however an individual can choose to buy any item and pay the difference out of pocket.

### Goodbye Kathy

**Kathy Marsh**, VA Voluntary Service (VAVS) Program Assistant has transferred to the Asheville VA. Kathy will be missed. We wish her good luck in her new position.

### How are we doing?

Feedback loops exist for VAVS customers including volunteers, utilizing services, community organizations and others. Our present methods include: manager's open door policy (meetings, phone, and email). New processes will soon include: survey and quick cards. These methods help mold our customer service approaches and improve our responsiveness to feedback.

### Request for Information

The Syracuse VAVS office is compiling addresses, points of contact, phone numbers, and email addresses (if applicable) of Veteran Service Organizations in our 18 county catchment area (St. Lawrence, Jefferson, Lewis, Oswego, Oneida, Herkimer, Wayne, Onondaga, Madison, Seneca, Cayuga, Cortland, Chenango, Tompkins, Schuyler, Chemung, Tioga, and Broome). We are updating our database so important VAVS mailings, newsletters, and email communications are received. If you have information on these groups, please give us a call.







## Spotlight on Western NY



National 40 et 8 Inc. Commander, Thomas Stockmal (standing, 2nd from right) and his delegation visit VAWNYHS to present us with their lap robe donation. The Commander visits every VA Medical Center across the country as part of this initiative.

### Pennies for Patriots

For the third year in a row, Smallwood Drive Elementary School in nearby Snyder, celebrated Memorial Day with a school assembly that included patriotic costumes and songs sung by the students. Students also spent the month of May (for the past three years) collecting and promoting their "pennies for patriots" project. This project encourages people to empty their "loose" change jars and make a donation to their nearby Buffalo VA Medical Center.

At the assembly, Principal, Barbara Marotta along with her staff and students presented us with a check (for their 3-year project) in excess of \$2,600.

### Helping Hands

The *Helping Hands* program at Buffalo was developed to train volunteers to help patients while they are eating. The *Helping Hands*/Dysphasia Planning Committee (which includes representatives from: Audiology and Speech Pathology, Nursing, Nutrition and Food Service, Occupational Therapy, Psychology, Recreation Therapy, and Voluntary Service) identifies patients' dietary needs and ensures the successful training of volunteers.

Volunteers are the vital link to providing nourishment to patients. They also help us by noting the patient's food "likes and dislikes." Volunteers are required to attend a thorough training session (utilizing a training manual) to learn about the different components of feeding. When training is completed, volunteers are expected to: sign in at the beginning of their shift, report to the assigned floor, get a listing of patients they will assist, follow the proper feeding procedures for each patient, and accurately record food preferences and changes.

Hours for the program are:  
breakfast - 7:30 a.m.; lunch 11:30 a.m.; dinner 5:00 p.m.

For more information, contact **Kelly Clark**, Volunteer Program Specialist at (716) 862-8671.

### Volunteer Opportunities

- 👤 Clerical: filing, photocopying, running errands, mailings, paper shredding, etc. - Buffalo
- 👤 Computer Assistant (for residents) - Batavia
- 👤 Driver (DAV Volunteer Transportation Program) - Batavia and Buffalo
- 👤 Greeters: Welcome veterans and visitors, help them get to appointments, etc. - Batavia and Buffalo
- 👤 Driver (Guest Parking Lot Shuttle): transport veterans and guests to and from their cars to outpatient entrance - Buffalo
- 👤 Patient/Ward Visitation(s): assist staff with patient care activities, visit, and interact as needed with staff/veterans - Buffalo
- 👤 Patient Escort/Transport Service: assist veterans to and from scheduled appointments and other needs as they occur - Batavia and Buffalo
- 👤 Pharmacy: clerical duties, transport items throughout facility - Buffalo
- 👤 Recreational Aide: assist with/organize activities with residents/patients - Batavia/Buffalo





## Gazebo Dedication

VA Western New York Healthcare System at Batavia dedicated their new gazebo as part of the Memorial Day festivities at the facility.



*Veterans enjoy the sunshine at the newly dedicated gazebo while they wait for the ice cream social to begin.*

## CALENDAR CORNER

### August 13

Veterans Day at "America's Fair" - Parade - 1:00 p.m.  
Erie County Fairgrounds, Hamburg

### September 13

American Red Cross Blood Drive - 8:30 a.m. - 3:00 p.m.  
Buffalo, Room 301

### September 13

VAVS Meeting - 1:30 p.m.  
Batavia, Building #4, Auditorium

### September 15

American Red Cross Blood Drive - 9:00 a.m. - 2:00 p.m.  
Batavia, Building #4, Auditorium

### September 15

POW/MIA Recognition Ceremony - 9:00 a.m.  
Hearthstone Manor, Depew

### September 29

Annual Commanders Day Reception - 9:00 a.m.  
Buffalo, Room 301

### October 18

Veterans Service Organization Awards Ceremony - 6:30 p.m.  
Hearthstone Manor, Depew

### October 28

Chinese Auction - 1:00 p.m.  
Batavia, Building #4, Auditorium

## Wish List

- ☐ Funding for:
  - Patient activities - Batavia and Buffalo
  - Travel funds for patients in need - Buffalo
  - DAV Volunteer Transportation Program - donations must go directly to DAV
- ☐ Art Therapy supplies - Buffalo
- ☐ Room Furnishings (Hospice) - Batavia
- ☐ Treadmills - Buffalo
- ☐ Coffee Cart Program - Batavia and Buffalo
- ☐ 9" color televisions - Batavia and Buffalo
- ☐ Comping coupons - Batavia and Buffalo
- ☐ Welcome kits for new admissions, comfort items, newspapers - Buffalo
- ☐ Gift cards/fast food certificates (for women's program) - Batavia

Note: Before purchasing any item, please contact the Volunteer Program Office to make sure the item has not been already purchased.



*Buffalo business, Sorrento Lactalis, Inc. and their employees took time during Memorial Day to remember our veterans by collecting new clothing, personal care items, etc. Pictured (from left to right) are Sorrento employees: Marie Edwards and Laurie Siwy; Dona Putzbach, DAV clothing room volunteer; and Keith Anderson, Volunteer Program Office volunteer.*

**Spotlight on Albany** (continued)**Wish List**

- ☐ Canteen books (for haircuts)
- ☐ CDTA bus tokens
- ☐ Coffee (decaf & regular)
- ☐ Sneakers (mens - all sizes, new only)
- ☐ Sweatpants (medium & large)
- ☐ Denture adhesive
- ☐ Two cent stamps (due to postal rate increase)
- ☐ Funds for:
  - Replacement vans for Transportation Program
  - Sending patients to the National Rehab Games and the Creative Arts Festival
  - Maintaining fish tanks

**Spotlight on Albany** (continued)**Volunteer Opportunities**

- Clerical/Receptionist:
  - Administrative offices
  - Chemical Dependency Rehabilitation Program (Tuesday and Thursday 2:00 p.m. - 3:00 p.m., Wednesday 9:00 a.m. - Noon)
- Greeter Desk (evening and weekend)
- Laboratory Helper (weekday evenings, weekend and holiday afternoons): Answer phones, run specimens to lab areas
- Drivers:
  - Shuttle (Fridays)
  - Volunteer (weekday and on-call)
- Billing Office: filing

**Spotlight on Bath** (continued)**Volunteer Opportunities**

- Satisfaction Surveys (hospital and long term care)
- \* Drivers for Volunteer Transportation Network (Bath/Elmira/Wellsville)
- Birthday Program
- Nursing Home: Escorts, small group arts and crafts, one-on-one visitations, feeding assistance and off-station trips
- Women Veteran Mentoring Program
- \*\* Community Visiting/Respite Program
- Clerical
- Information Desk (Tuesdays)
- Computer Lab
- Historical Museum (seasonal)
- Veterans History Project: Documenting military stories for submission to the Library of Congress
  - \* Requires unrestricted license and physical examination
  - \*\* Reference/background check may be required

Position descriptions are available for review in the Volunteer Office. Please contact (607) 664-4772/4773 for additional information.

**Network 2  
Volunteer Staff****Albany**

**Karen Haas, Manager**  
(518) 626-5506

**Stephanie Bonenfant, Specialist**  
(518) 626-5508

**Bath**

**Susan DeSalvo, Manager**  
(607) 664-4773

**Sis Conrad, Specialist**  
(607) 664-4772

**Richard Conklin, Clerk**  
(607) 664-4771

**Canandaigua**

**Robin Johnson, Manager**  
(585) 393-7759

**Patti Ciancaglini, Specialist**  
(585) 393-7761

**Syracuse**

**Bob Hawes, Manager**  
(315) 425-4681

**Western New York (Buffalo and Batavia)**

**Mark Francis, Manager**  
(716) 862-8667

**Cheryl Boyd, Specialist**  
(716) 862-8672

**Kathleen Martin, Specialist**  
(585) 297-1196

**Kelly Clark, Specialist**  
(716) 862-8671







VA Healthcare Network Upstate New York  
Network 2 Communications  
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Rochester, New York 14620

FIRST CLASS  
U.S. POSTAGE  
PAID  
Permit No. 41  
Bath, NY 14810

Official Business  
Penalty for private use  
\$300

## Reaching Us Is Easy

### VA Medical Centers:

**Albany**  
113 Holland Avenue  
Albany, NY 12208  
(518) 626-5000

**Batavia**  
222 Richmond Avenue  
Batavia, NY 14020  
(585) 297-1000

**Bath**  
76 Veterans Avenue  
Bath, NY 14810  
(607) 664-4000

**Buffalo**  
3495 Bailey Avenue  
Buffalo, NY 14215  
(716) 834-9200

**Canandaigua**  
400 Fort Hill Avenue  
Canandaigua, NY 14424  
(585) 394-2000  
1-(800) 204-9917

**Syracuse**  
800 Irving Avenue  
Syracuse, NY 13210  
(315) 425-4400

### Community-Based Outpatient Clinics:

**Auburn**  
Auburn Memorial Hospital  
17 Lansing St.  
Auburn, NY 13021  
(315) 255-7002

**Bainbridge**  
109 North Main Street  
Bainbridge, NY 13733  
(607) 967-8590

**Binghamton**  
425 Robinson Street  
Binghamton, NY 13901  
(607) 772-9100

**Carthage**  
3 Bridge Street  
Carthage, NY 13619  
(315) 493-4180

**Catskill**  
Greene Medical Bldg.  
159 Jefferson Heights  
Catskill, NY 12414  
(518) 943-7515

**Clifton Park**  
1673 Route 9  
Clifton Park, NY 12065  
(518) 383-8506

**Cortland**  
1129 Commons Avenue  
Cortland, NY 13045  
(607) 662-1517

**Dunkirk**  
The Resource Center  
325 Central Avenue  
Dunkirk, NY 14048  
(716) 366-2122

**Elizabethtown**  
P.O. Box 277, Park St.  
Elizabethtown, NY 12932  
(518) 873-3295

**Elmira**  
Health Services Bldg.  
200 Madison Ave.  
Suite 2E  
Elmira, NY 14901  
(877) 845-3247

**Fonda**  
Camp Mohawk Plaza  
Rt. 30A  
Fonda, NY 12068  
(518) 853-1247

**Glens Falls**  
84 Broad Street  
Glens Falls, NY 12801  
(518) 798-6066

**Ithaca**  
10 Arrowwood Drive  
Ithaca, NY 14850  
(607) 274-4680

**Jamestown**  
The Resource Center  
890 East Second Street  
Jamestown, NY 14701  
(716) 661-1447

**Kingston**  
63 Hurley Avenue  
Kingston, NY 12401  
(845) 331-8322

**Lackawanna**  
Our Lady of Victory  
Family Care Center  
227 Ridge Road  
Lackawanna, NY 14218  
(716) 822-5944

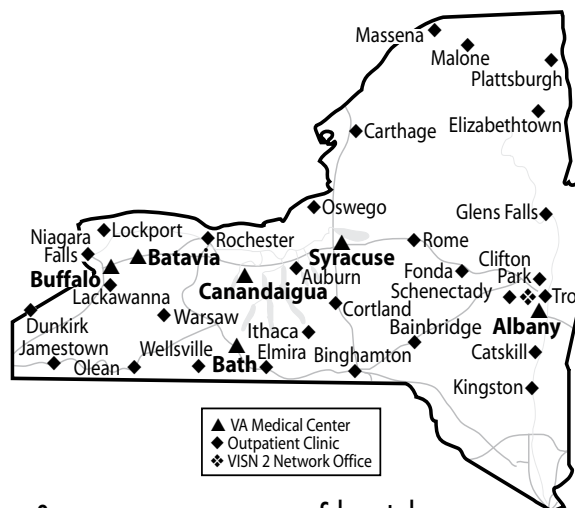
**Lockport**  
Ambulatory Care Center  
5875 S. Transit Road  
Lockport, NY 14094  
(716) 433-2025

**Malone**  
183 Park Street, Suite 3  
Malone, NY 12953  
(518) 481-2545

**Massena**  
1 Hospital Drive  
Massena, NY 13662  
(315) 769-4253

**Niagara Falls**  
2201 Pine Avenue  
Niagara Falls, NY 14301  
1-(800) 223-4810

**Olean**  
465 North Union Street  
Olean, NY 14760  
(716) 373-7709



**Oswego**  
Seneca Hills Health  
Services Center  
County Route 45A  
Oswego, NY 13126  
(315) 343-0925

**Plattsburgh**  
43 Durkee Street  
Plattsburgh, NY 12901  
(518) 561-8310

**Rochester**  
465 Westfall Road  
Rochester, NY 14620  
(585) 463-2600

**Rome**  
125 Brookley Road  
Bldg. 510  
Rome, NY 13441  
(315) 334-7100

**Schenectady**  
1322 Gerling St. Sheridan Plaza  
Schenectady, NY 12308  
(518) 346-3334

**Troy**  
295 River Street  
Troy, NY 12180  
(518) 274-7707

**Warsaw**  
Wyoming County  
Community Hospital  
400 N. Main Street  
Warsaw, NY 14569  
(585) 344-3355

**Wellsville**  
Jones Memorial Hospital Health  
Care Center  
13 Loder Street  
Wellsville, NY 14895  
(585) 596-2056

**VA Health Care On The Web**  
[www.va.gov/visns/visn02](http://www.va.gov/visns/visn02)

**For Reliable Health Information On The Web**  
[www.myhealth.va.gov](http://www.myhealth.va.gov)

**Veterans Service Contact Center**  
**1-888-823-9656**

For information on eligibility, VA health care, benefits,  
enrollment or questions on your billing statement